



## Introduction

INTERCHANGE (publication: "Spirit of Cuba") has provided independent travellers and groups with a flexible, personalised tailor-made service since 1973, and has enjoyed rapid growth to become a leading partner for tour operators of all sizes operating to Cuba.

INTERCHANGE provides a comprehensive portfolio of ground handling services throughout the island and we offer high levels of service, support, flexibility and professionalism.

We know Cuba, steering you to the best parts of this fascinating, friendly, safe and vibrant island caught in a time warp since 1959 when the charismatic Fidel Castro took power.

We offer advice, accommodation and services. Cuba is gifted with unspoiled Spanish colonial heritage architecture, and a resilient people passionate about music and dance. Our team of experts will share their experience in planning yours!

Contact Gordon Burnett for further details.

Mercedes coaches boasting toilets, kitchenettes and TV, and we enjoy an unsurpassed reputation for transport efficiency.

We maintain an extensive network of transfers throughout the island and can provide bespoke quotations to suit operators' requirements for both individual and group tours.

### STAFF SUPPORT/OFFICES

Our ground operation employs around 800 staff in Cuba and maintains a network of offices in all the main cities and resort areas. We offer a highly trained professional team of over 150 multi-lingual guides and representatives. Operators enjoy the benefits of our general representation service.

All our transfers are accompanied by a multi-lingual transfer guide and we provide highly qualified guides for tour programmes and special interest travel, including experts on local areas or specific subjects.

### CAR HIRE

Havanaautos, Cuba's largest care hire company, owns the largest fleet of vehicles and offices throughout Cuba and operators can enjoy access to this important product on a pre-bookable basis.

### DOMESTIC FLIGHTS

Operators can pre-book domestic flights throughout Cuba on flights operated by both Cubana and Aero Caribbean.

### GROUP AND SPECIAL INTEREST TRAVEL

Cuba's unique mix of history, culture, outstanding natural beauty and diversity offer an excellent product for group travel. We enjoy a vast experience of creating and handling groups on programmes ranging from general sightseeing itineraries through to the most complex special interest or incentive programme. This includes restaurants, entertainment centres, museums, marinas, local interest areas and relevant government organisations in order to facilitate the special services that many groups require.

### BOOKINGS

All bookings can be made directly through the UK office offering our partners swift confirmations, greater efficiency and lower communication costs.

### PAYMENTS

All payments can easily be made to our UK account backed by an excellent invoicing service through our dedicated accounts department.

### COMMERCIAL SUPPORT

All contracting and product negotiations can be made through the UK for all the comprehensive products available. Our staff have excellent experience of each market that we serve as well as all the latest product developments in Cuba. We pride ourselves on understanding the various requirements of operators and can offer specialist consultancy and unbiased product guidance.

### TRAINING AND ADVICE

We offer our partners full access to our unsurpassed knowledge and enthusiasm for Cuba through the option of detailed and ongoing staff training, support with promotional activities, familiarisation visits and regular contact with ideas and suggestions.

We are confident that we have the product, experience, flexibility and facilities to provide tour operators with an efficient and competitively priced ground handling service backed by the comprehensive support of our UK office.



## Portfolio of Services

### HOTEL BOOKINGS

Operators can benefit from the best possible choice of properties to suit all budgets throughout Cuba. We pride ourselves on offering unbiased advice on Cuba's hotels for operators, and keep clients updated regularly on developments.

Allocations are held with all the most popular properties in Cuba, allowing operators access to unparalleled room availability and efficient room confirmations, backed by competitive prices throughout Cuba's hotel portfolio.

### TRANSPORTATION FLEET

Our clients benefit from the most modern and comfortable fleet of transport vehicles in Cuba, totalling over 140 vehicles. Vehicle capacity ranges from 6 seater minibuses to 48 seater luxury



## Environmental and Social Policy

**GOALS** – To develop an environmental awareness and good practice in our employees, local suppliers and clients. To reduce the environmental impact of the activities of both ourselves and our clients by conserving energy, limiting pollution and encouraging understanding and respect for the customs and cultures of local people and their wildlife.

**STRATEGY** – Interchange will strive to achieve these goals by:

- ♦ Taking account of environmental issues in commercial decision-making.



- ◆ Using recycled or environmentally friendly paper for all brochures, leaflets and letterheads. Recycling paper and other office waste where possible and conserving energy use within our office.
- ◆ Using locally owned hotels and local modes of transport where feasible. Promoting the use and purchase of local products and facilities so that the immediate economy will benefit from our business.
- ◆ Interchange provides clients with detailed destination fact sheets and travel tips.
- ◆ Promoting understanding and respect of all local cultures, wildlife and environmental issues to our staff and our clients.
- ◆ Supporting organisations concerned for the environment and indigenous people such as Tourism Concern.



## The Interchange Advantage

At Interchange we hold a full Air Travel Organiser's Licence from the Civil Aviation Authority (ATOL 2429) and are bonded accordingly, so everything you book is fully protected. We also have full Tour Operator's Liability Insurance. In addition, we are associate members of GTOA, the Group Travel Organisers Association.



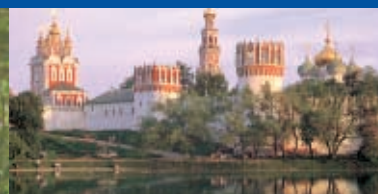
## Contact Us

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## Selection of the Operators and Agents Interchange have worked with:

Aardvark Mcleod • Accessible Travel • Arcturus Expeditions Ltd  
Barbara Hicks Travel • Bridge the World • Club L International  
D B World Travel • Dagenham Travel • Exsus Travel  
Fruitin Travel • Gane & Marshall • Global Independent Travel  
Island Holidays, Scotland • Jesmond Travel  
Journey Latin America • Last Frontiers Ltd  
Lets Go Travel • Master Travel • New Worlds  
Photo Travellers • Quest Travel • Stowaway Travel  
The Unpackaged Travel Company  
TOFF (Trips for Older Females and Fellows)  
Travel Counsellors • Travelwise



## Other Wholesaling Opportunities

INTERCHANGE offer similar services in:

**China • Ghana • Haiti • Russia • Ukraine**

Please contact the Managing Director, Gordon Burnett for further details if you are interested in any of these areas



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